

Los Angeles Housing + Community Investment Department

Community Services & Development Bureau

ABIGAIL R. MARQUEZ, ASSISTANT GENERAL MANAGER



Community Services and Development

Consolidated Planning and Commissions

- ▶ Management of the Consolidated Plan
- ▶ Human Relations Commission
- ▶ Community Action Board
- ▶ Affordable Housing Commission
- ▶ Commission on the Status of Women
- ▶ Transgender Advisory Council
- ▶ Commission for Children & Family Services

Program Operations

- ▶ Homeless Services
- ▶ Domestic Violence Shelter Operations
- ▶ FamilySource System
- ▶ Housing Opportunities for Persons with HIV/AIDS (HOPWA)
- ▶ Loans and Leases

FamilySource Vision

Create economic opportunities to lift families out of poverty and ensure that every person in Los Angeles has an equal opportunity to thrive – regardless of their race, color, gender, class or Neighborhood in which they live.

Mission

- **Incrementally move low-income residents to a pathway out of poverty**
- **Prepare and encourage low-income youth to complete high school and qualify for post-secondary education**
- **Financially empower low-moderate income residents through the increasing of income and asset building**
- **Reduce likelihood of homelessness for at-risk low-income families**

FSC Services

Families may access a number of one-time only, intermittent, or long-term case management services, including:

For Adults:	For Youth:
<ul style="list-style-type: none">• Financial Literacy/Asset Building• Income Tax Preparation• Case Management• Referral to Job Training & Placement• Access to City Programs & Services• Access to County Public Benefits• ESL Classes• Immigration Services• Parenting Skills	<ul style="list-style-type: none">• Tutoring - with emphasis on Math, Science, Reading and High School Graduation• Counseling and Mentoring• Computer Literacy• Financial Literacy• College Corner/Workshops (SAT, financial aid, college application prep)• Gang Prevention & Intervention• Arts Education

Program Results

Since 2009, the FSS system has made the following impact:

- ▶ FSCs have served over 305,000 low-income city residents
- ▶ Assisted FSC customers to obtain over \$110 million in increased income
- ▶ Assisted over 12,000 youth to reach greater academic achievement
- ▶ Served over 31,000 city residents through the FSC/Volunteer Income Tax Assistance (VITA) program in partnership with the Internal Revenue Service. Approximately \$36 million in state and federal returns and \$17 million in Earned Income Tax Credit (EITC) refunds.

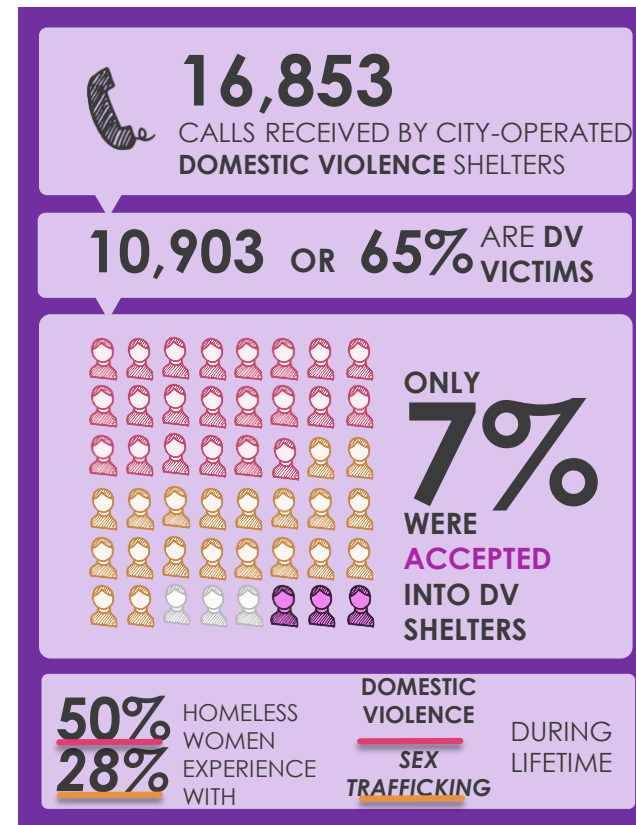
Domestic Violence / Human Trafficking Shelter Program



Domestic Violence / Human Trafficking Shelter Program

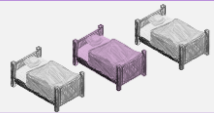
- ▶ The U.S. Department of Housing and Urban Development ranks DV as the third leading cause of homelessness for families.
- ▶ Over 48,000 domestic abuse related calls are received by the Los Angeles Police Department.
- ▶ On any given day, close to 10,000 individuals are trafficked in Los Angeles.
- ▶ LAHSA 2017 Homeless Count findings:
 - ▶ 3,658 unsheltered adults are in their situation due to fleeing violence.

THE NEED



Domestic Violence / Human Trafficking Shelter Program

PROPOSED CHANGES



Increase Shelter
Bed Capacity



Housing Navigation Assistance
(Transitional Shelters)



Financial Coaching
Job/Life Skills Development



Licensed Clinicians / Trauma
Informed Care for Survivors



HT Shelter
Pilot Program



New Case Management/
Real-time Bed Availability

IMPACT

FROM 8 TO **12** SHELTERS
INCREASE FUNDING PER NIGHT/BED
ADD SHELTER BEDS

400 ADDITIONAL DV/ HT
VICTIMS SERVED

PLACEMENT IN
PERMANENT
HOUSING

ANALYSIS OF DATA &
IDENTIFY GAPS/
ENHANCE SERVICES

OPPORTUNITIES FOR SURVIVORS
TO AVOID BECOMING HOMELESS

Partnership with FreeFrom

Entrepreneurship Program

22

new businesses
formed since
program launched
in May 2017

100%

of the clients
made a
profit in the
first month

100%

clients
reported
an increase
in self-
confidence

0

of the clients
have returned to
their abuser

2017 Cohort:

- Cohort Size: 30 survivors (waitlist in 2018)
- Demographics: 88% women of color; 54% immigrants; 80% single mothers

Questions?

Abigail.Marquez@lacity.org